

## Materials

- *A round beverage tray (with clean rubber mat)*
- *Chinaware: coffee cup and saucer.*
- *Silverware: creamer, sugar bowl and tea spoon.*

## Duration of Session

*10-15 minutes*

## Introduction

<b>I</b>	<b>Interest</b>	<p>Imagine, you are in one of Lounges with some of your business associates. The waiter serves you a Cappuccino instead of an Espresso.</p> <p>An associate of yours gets a cold Macchiato.</p> <p>How would you feel?</p>
<b>N</b>	<b>Need (why)</b>	<p>With specialty coffee bars sprouting up all over, the average guest has acquired a more discerning palate for this 'simple' beverage.</p> <p>we have agreed to serve the best coffee in town – this is one of our Top 20.</p>
<b>T</b>	<b>Task</b>	<p>Today, we will demonstrate “How to serve a Coffee” according to standards.</p>
<b>R</b>	<b>Range</b>	<p>This session will last for approximately 10-15 minutes. We will provide you with detailed explanations and clearly demonstrate how you are expected to perform this task. Each one of you will then have the opportunity to practice.</p> <p>Please write down your questions and we will be happy to answer any concerns at the end of the session.</p>
<b>O</b>	<b>Objective</b>	<p>By the end of this session, our objective is to ensure that you have learned “How to serve a Coffee” with confidence, and according to our defined standards.</p> <p>Any Questions?</p>

## Task Breakdown Who, What, Where, When and How

**Task:** How to serve a Coffee

**Job Title:** Food & Beverage Employees

STEP	INVOLVEMENT	STANDARD
1. Prepare the equipment	<p><i>Q: What equipment do we need?</i></p> <p><i>Q: What do we need to check when preparing the equipment?</i></p>	<ul style="list-style-type: none"> <li>• A round beverage tray</li> <li>• A clean rubber mat</li> <li>• Chinaware: Coffee cup and saucer</li> <li>• Silverware: Creamer, sugar bowl and tea spoon</li> <li>• Sparkling clean</li> <li>• Free from chips and cracks</li> <li>• Well polished</li> <li>• If you are using a silver tray, ensure a clean rubber mat will be used</li> </ul>
2. Prepare sugar and milk	<i>Q: What do we need to ensure?</i>	<ul style="list-style-type: none"> <li>• Ensure the sugar bowl is clean and filled according to set standards</li> <li>• Creamer is filled to <math>\frac{3}{4}</math> of the container with cold milk (hot milk on request)</li> </ul>
3. Collect the coffee	<i>Q: What do we need to check when collecting the coffee?</i>	<ul style="list-style-type: none"> <li>• The coffee is fresh and hot</li> <li>• The coffee is prepared according to set standards</li> </ul>
4. Place the cup, sugar bowl and creamer on tray	<i>Q: What do we need to ensure?</i>	<ul style="list-style-type: none"> <li>• Ensure the side of the cup and base of the saucer are clean</li> </ul>
5. Approach the table	<i>Q: How do we approach the table?</i>	<ul style="list-style-type: none"> <li>• Smile as you really mean it.</li> <li>• The tray is well balanced</li> <li>• Walk at steady pace</li> </ul>
6. Serve the coffee	<i>Q: How to serve the coffee?</i>	<ul style="list-style-type: none"> <li>• The handle of the coffee cup is in 3 o'clock position</li> <li>• The tea spoon is positioned at 3 o'clock</li> <li>• Serve ladies first</li> <li>• Serve from the right-hand side where possible</li> <li>• Place the coffee cup on the <u>right-hand side</u> of the guest, if the guest is having dessert</li> <li>• If the guest has ordered coffee, place the coffee cup <u>directly in front of</u> the guest</li> <li>• Place the sugar and milk jug at the centre of the table within easy</li> </ul>

		reach of all guests
<b>7. Leave the table</b>	<i>Q: What do we need to say to the guest?</i>	<b>"Mr. /Ms _____, enjoy your espresso." (Using the name of the coffee served)</b>
	<i>Q: What do we need to say when being thanked by the guest?</i>	<b>"It is my pleasure, Mr. /Ms _____" or "You are welcome"</b>
<b>8. Serving coffee in banquets</b>	<i>Q: How to serve coffee for a business lunch?</i>	<ul style="list-style-type: none"> <li>• Coffee cups are pre-set on the table</li> <li>• Serve coffee and tea using the silver coffee pot and tea pot</li> <li>• Approach the guest and ask them if they would prefer coffee or tea</li> </ul>
	<i>Q: What do we need to say to the guest?</i>	
	<i>Q: How to serve coffee for banquet events?</i>	<b>"Excuse me Sir / Madam, would you prefer coffee or tea?"</b> <ul style="list-style-type: none"> <li>• Pick up the requested pot from the tray; pour slowly and carefully into the guests' cups on the table</li> <li>• Approach the table holding the beverage tray with cup, saucer, teaspoon, milk and sugar</li> <li>• Pick up the cup, saucer and teaspoon and place in front of the guest in the 2 o'clock position</li> <li>• Continue to place all the cups for the remaining guests</li> <li>• Return to the pantry &amp; collect the silver coffee pot and silver teapot</li> <li>• Offer the coffee or tea to the guest as per Business lunch standard</li> </ul>
<b>9. Serving coffee in room service</b>	<i>Q: How to serve coffee in Room Service?</i>	<ul style="list-style-type: none"> <li>• Place the coffee pot, coffee cup, saucer, teaspoon, sugar bowl and creamer on the tray or trolley</li> <li>• When in the guest room, turn the cup into the right position &amp; offer to pour the coffee for the guest</li> </ul>
	<i>Q: What do we need to say to the guest?</i>	

		"Mr. / Ms _____, may I pour your coffee for you?"
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### CHECKING THE STANDARD

<b>Question Technique:</b>	Please remember: <i>Pose, Pause, Person</i> We begin questions with: <i>Who, What, Where, When and How</i>
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### **Summary Statement:**

We have now completed our training: **"How to serve a Coffee"**

*Do you have any questions?*

<b>Step 1</b>	Q: <i>What equipment do we need?</i> Q: <i>What do we need to check about the equipment?</i>
<b>Step 2</b>	Q: <i>What do we need to ensure?</i>
<b>Step 3</b>	Q: <i>What do we need to check?</i>
<b>Step 4</b>	Q: <i>What do we need to ensure?</i>
<b>Step 5</b>	Q: <i>How do we approach the table?</i>
<b>Step 6</b>	Q: <i>How to serve the coffee?</i>
<b>Step 7</b>	Q: <i>What do we need to say to the guest?</i> Q: <i>What do we need to say when being thanked by the guest?</i>
<b>Step 8</b>	Q: <i>How to serve coffee for a business lunch?</i> Q: <i>What do we need to say to the guest?</i> Q: <i>How to serve coffee for banquet events?</i>
<b>Step 9</b>	Q: <i>How to serve coffee in Room Service?</i> Q: <i>What do we need to say to the guest?</i>

**Each Trainee should then be invited to repeat the task without help or interruption whilst being closely observed. Provide praise and constructive feedback:**

**Excellent!!**

**You have all done a fantastic job! (Add any other comments as necessary)**

**Any Questions?**